

Conference Calls

The Department of Education's teleconferencing contractor is FTS 2000. Listed below are the procedures that must be followed to use FTS 2000 conference call service:

ORDERING AND CONFIRMATION:

To order a conference call users must mail, fax or hand carry a request to:

Department of Education/TMB
Attention: Delores Thomas
7th and D Sts. S.W., Room 4608
Washington, DC. 20202
Phone #: (202) 708-7261
Fax #: (202)708-8956

If the conference call is to be within 10 work days of the date the order is submitted, either fax or hand carry your conference order to TMB. This will **EXPEDITE ITS PROCESSING BY SEVERAL DAYS**. Please be sure to include your return fax number (if available) and full mailing address on each order.

Only in extreme emergencies, conference orders can be called into the TMB. A written order form must be submitted as soon as possible.

It is imperative that each order form be typed and filled out completely. Without all requested information, TMB will not be able to complete your order.

When TMB has completed your reservation confirmation will be faxed to you. Confirmations will normally be sent during the business day after the request is received in TMB.

TYPE OF CONFERENCE:

Meet-Me Conference: Each participant calls into the FTS 2000 bridge individually and is placed in conference by dialing an access code.

Reserved Conference: The FTS 2000 operation places all calls to participants and places them in the conference call.

NOTE: Phone numbers submitted on the request should include area code and commercial telephone number. For reserved conferences, it is essential that all participants remain on hold while correct numbers are obtained.

NOTIFICATION OF PARTICIPANTS:

TMB or FTS 2000 DOES NOT NOTIFY CONFERENCE PARTICIPANTS OF UPCOMING TELECONFERENCES. It is the responsibility of the individual ordering the conference to notify conference participants of the time and date of their conference call and the procedures they need to follow the day after the request is received in TMB.

CHANGES:

Please call FTS 2000 on 8-700-288-2000 with any changes in phone numbers or additions/cancellations of individual participants as soon as you get them. Have your authorization number and conference date information available when calling in changes. You must also notify TMB of changes, see attachment (Conference Call).

CANCELLATIONS:

If you desire to cancel a confirmed conference, please call FTS 2000 on 8-700-288-2000 as soon as possible upon cancellation. Again, please have your authorization number and conference date available. Cancellation forms must be sent to TMB.

PROBLEMS:

If you experience any administrative or technical problems with FTS 2000 service, contact the FTS 2000 office at 8-700-288-2000. If you do not get a satisfactory response, submit a Conference Call Trouble Report to IRMS Telecommunications Branch, Room 4608, Rob-3.

QUESTIONS:

For questions regarding conference calls, please contact Delores Thomas or Elizabeth Mellen at TMB, (202) 708-7261.

CONFERENCE CALL ORDER / CONFIRMATION

DATE OF REQUEST _____ CALL DATE _____
 CALL START TIME _____ ESTIMATED CALL END TIME _____
 (e.s.t.) (e.s.t.)

CONTACT	
NAME _____	OFFICE _____
VOICE # _____	FAX # _____

TYPE OF CONFERENCE	MEET-ME CONFERENCE	RESERVED CONFERENCE
	(CALL-IN TO FTS-2000)	(FTS-2000 CALL)
NO. OF LINES (inc. Moderator)	MODERATOR / CHAIR NAME	PHONE #
_____	_____	_____

<u>PARTICIPANT NAME</u>	<u>PHONE NUMBER</u>
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[illegible]

FOR ADDITIONAL PARTICIPANTS, ATTACH A SEPARATE SHEET WITH NAMES AND PHONE NUMBERS

MAIL OR FAX COMPLETED FORM To:

THIS AREA FOR TMB USE ONLY-

DELORES THOMAS
DEPARTMENT OF EDUCATION/IRMS/TMB
7TH & D STREETS, S.W., ROOM 4608
WASHINGTON DC 20202-4752
(202) 708-7261 *FAX (202) 708-8956

ED AUTH. NUMBER _____
BRIDGE NUMBER _____
CONTROLLER ACCESS CODE _____
CONFERENCE ACCESS CODE _____